

24/7 Hotline

Concept: Provide a 24/7 complaint hotline with dispatch to STR managers. Require managers have a local contact that can respond to the premises within 30 minutes.

Rationale: Calls to police non-emergency line are a low priority. Dedicated hotline should improve responsiveness. Existing requirement that STR managers respond in 24-hours is inadequate to address some types of compliance issues (e.g. loud parties).

Other options:

- Continue to use Police Department non-emergency line for dispatch.
- Require that local contact live within a fixed distance of unit (versus 30 minute response time).
- Do not require STR operator have a local contact. Focus instead on requiring response within a specific period of time (e.g. 24-hours).